

Terms and conditions for Alternative Roaming Provider

Abbreviation Meaning

ARP - “Alternative Roaming Provider” means another operator providing roaming voice, texts & data while you are travelling abroad in an EU/EEA country. Alternative roaming Providers could be mobile network operators in both home and visited countries, mobile virtual network operators and resellers of mobile communication services.

SI - “Single IMSI” means the customer having the choice of choosing another operator to provide them with roaming voice, text & data services while roaming in the EU/EEA country, while keeping their SIM & mobile number.

LBO - “Local Break-out” means the customer having the choice of choosing another operator to provide them with roaming data services while roaming in the EU/EEA country, while keeping their SIM & mobile number.

Alternative Roaming Provider for Voice, Text & Data in EU/EEA countries (Also known as Single IMSI – SI)

Please note the following T&Cs are subject to an existing ARP being available to Vodafone customers and if you are on a corporate tariff and wish to use the services of an ARP please refer to your existing individual contract.

Before availing of an ARP for Single IMSI(Voice, Text & Data in EU/EEA countries) please note the following:

- A Business Account decision maker has the option to opt-out, all or some of the customers on the account, from using the service of a Single IMSI ARP.
 - If the customer requesting the ARP is on a business account they must be the decision maker or have decision maker’s approval to select an ARP.
 - If a customer is in the process of a porting out they are not eligible to select an ARP.
 - If a customer changes their SIM or Mobile Number any existing agreement with an ARP will be cancelled.
 - If a customer is barred for domestic/roaming service by Vodafone they will not be able to use the Roaming services of an ARP.
1. To avail of an ARP the customer must contact an ARP to be set up for their roaming voice, texts & data.
 2. The ARP will contact Vodafone requesting the customer be provisioned with the ARP for their roaming voice, texts & data in the EU/EEA countries.
 3. If the customer is eligible, Vodafone will process the set-up request from the ARP within 24 hours of receiving a request from an ARP and inform the ARP once the request is complete.

An SMS will be sent to the customer informing them that they are no longer with Vodafone for their roaming voice, texts & data in the EU/EEA countries.

4. Choosing an ARP does not affect a customer's existing contract & terms and conditions with Vodafone.
5. If a customer has reached their monthly roaming data spend cap and has been barred from using data roaming by Vodafone they can choose an ARP and get roaming voice, texts & data through their ARP. Vodafone will continue to implement data roaming spend cap notifications for data roaming when customers are roaming outside of the EU/EEA regulated zone.
6. Please see below a list of countries where ARP is available. Vodafone will not send a "Welcome SMS" to any customers who visit these countries and are using the roaming voice, texts & data services of an ARP.
7. Customers may have multiple ARP agreements but have only one Single IMSI ARP agreement active at any one point in time.
8. Customers who avail of the services of an ARP and whose current plan includes an EU roaming element will be moved to a comparable plan that does not include the roaming element on their next bill day. If the customer's current plan does not include a roaming element there will be no changes to the plan.
9. Customers who are availing of their Roaming Voice, SMS & Data with an ARP will not be charged for voice, text or data by Vodafone when they are roaming in the EU/EEA countries. You will be charged by the ARP. All other charges remain applicable to Vodafone.
10. Customers wishing to cease service with their ARP must request the termination of service from their ARP. However if termination of the ARP service is due to the customer changing their SIM or mobile number or moving to another domestic operator, it will be up to the customer to renew the ARP agreement. Vodafone will not reinstate ARP agreements in the case of port reversals. The customer has to initiate these with the ARP.

Alternative Roaming Countries & Operators 1st July 2014

- Austria
- Belgium
- Bulgaria
- Croatia
- Cyprus
- Czech Republic
- Denmark
- Estonia

- Finland
- French Guyana
- France
- Germany
- Greece
- Guadeloupe & St Martin
- Hungary
- Iceland
- Italy
- Latvia
- Lithuania
- Liechtenstein
- Malta
- Martinique
- Monaco
- Netherlands
- Norway
- Poland
- Portugal
- Reunion
- Romania
- San Marino
- Slovakia
- Slovenia
- Spain
- Sweden
- United Kingdom

Alternative Roaming Provider for Data (Local BreakOut ->LBO)

Before availing of an LBO for data service only (EU/EEA countries) please note the following:

- A Business Account decision maker has the option to opt-out, all or some of the customers on the account, from using the data service of a LBO.
 - Vodafone customers roaming with an LBO will not be able to use the EU Internet APN if they move out of the LBO regulated zone
 - If a customer is barred for domestic/roaming service by Vodafone they will not be able to use the Roaming data services of an LBO.
1. Customers' accessing data services in EU/EEA countries provided by an LBO must configure their device to use a universal "EUInternet" APN. They will be charged by the LBO provider for using the EUInternet APN and not by Vodafone.
 2. Customers may have multiple LBO agreements when travelling abroad but only one LBO provider active at a point in time.
 3. Please see below a list of countries where LBO is available.
 4. Customers availing of LBO service will receive existing "Welcome SMS" messages from Vodafone unless they are using a Single IMSI ARP for their Voice and Text services.
 5. On returning home from abroad, or travelling to a non- EU/EEA country, customers are required to change their APN settings on their phone to their standard domestic APN.
 6. Vodafone cannot guarantee that all devices/handsets will work with an LBO. If the customer has any concerns they should contact the LBO provider directly regarding suitable handsets.